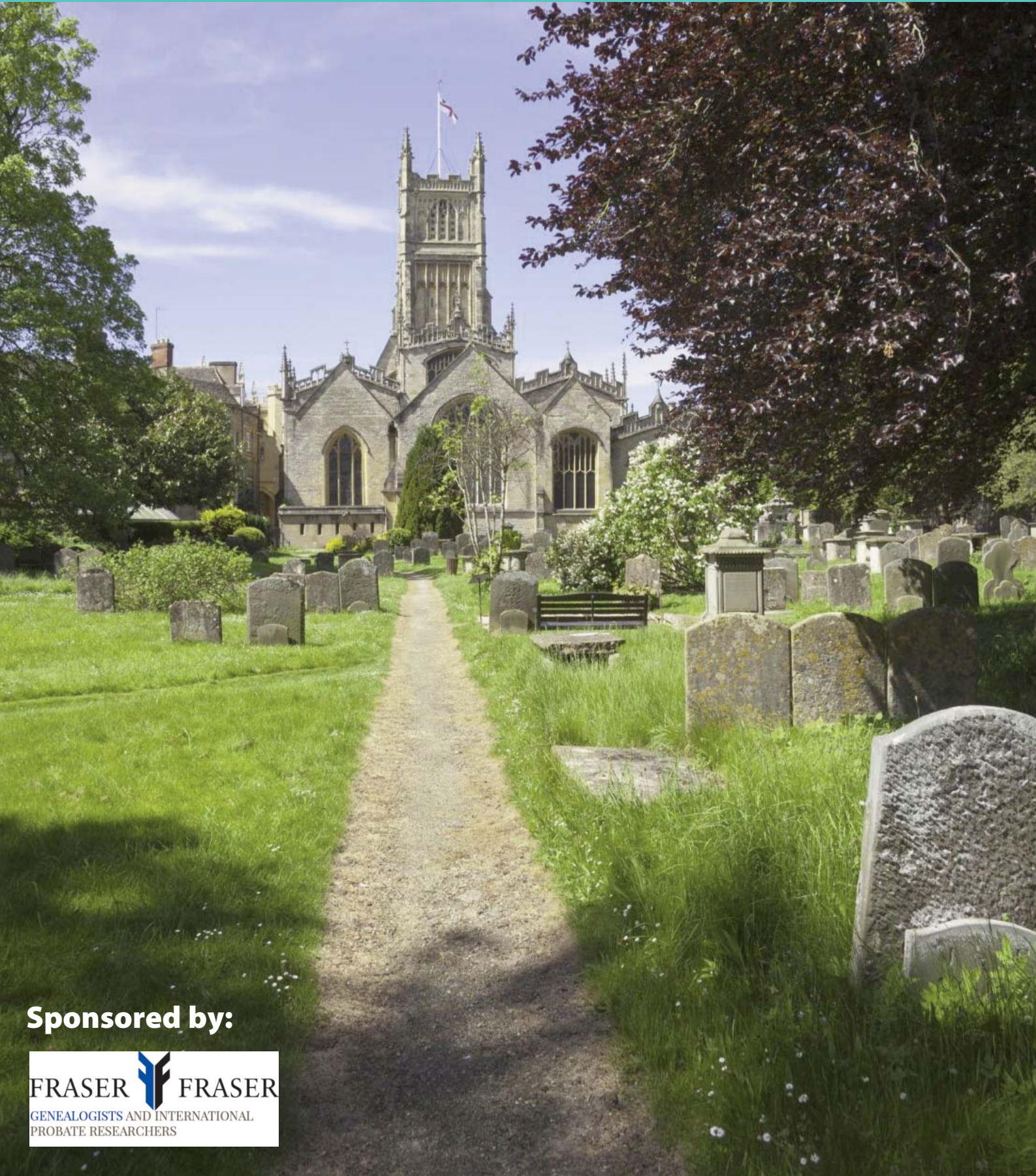




Cemeteries and Crematoria Seminar 2016

Chesford Grange Hotel, Friday 22 April 2016

Breathing new life into bereavement services



Sponsored by:



Programme

9:30 am **Registration and exhibition viewing**

10:15 am **Session one**

Funeral Poverty- a solvable issue for local authorities?

- How has the problem arisen?
- The demands being placed on local authorities
- Ways to resolve the issue in an affordable and sensitive manner.

Speaker: Ian Quance, Institute of Cemeteries and Crematorium Management

Delivering an Award Winning Bereavement Service

- The need to improve service delivery
- Prioritising actions and how best to deliver them
- Creating an award winning service

Speaker: Mat Crawley, Bereavement Services Manager, Salford City Council

Public Health Funerals

- Locating next of kin and the importance of informing family members
- Searching for a Will or any unknown assets
- Potentially recovering funeral costs through the estate

Speaker: Anthony John, Business Development Manager, Fraser & Fraser

Panel and audience question and answer time

11:30 am **Coffee break and exhibition viewing**

12:00 pm **Session two**

End to End Service Provision a deliverable solution for Local Authorities?

- Defining end to end service provision
- Options for local authorities
- Challenges and future services

Speaker: Karen Dyson - APSE Solutions

Re-Using Burial Plots – a sustainable way forward?

- Overcoming legal and family concerns
- The practicalities of re-using burial space
- A more affordable and sustainable option for the future

Speaker: Gary Burks, Superintendent & Registrar, City of London

Panel and audience question and answer session

13:00 pm **Lunch and exhibition viewing**

14:00 pm **Session three**

Resurrecting the past to deliver a new burial option – All Cannings Long Barrow

- Understanding past funereal practices and how they have modern day relevance
- Spiritual versus religious commemoration.
- Connecting to nature whilst monumentalising remembrance in a human way.
- Maintaining the link with loved ones

Speaker: Tim Daw, Owner, The Long Barrow at All Cannings

Improving service quality, customer experience and ensuring service longevity

- Justifying a £1.6 million regeneration project
- Improving crematoria and burial provision
- Changing public perception from a sense of loss to a celebration of life
- Future service goals and objectives

Speaker: Dave Clay, Calderdale Bereavement Services Manager, Calderdale Metropolitan Borough Council

Providing holistic bereavement services to assist the grieving process

- Developing a strategic approach to delivering bereavement services
- Providing affordable funeral services to the community
- The importance of listening and involving the wider community
- The importance of managing and celebrating performance

Speaker: Martin Birch, Operational Manager Bereavement & Registration Services, Cardiff City Council

16:00 **Seminar close and departure**

Seminar objectives

It is internationally acknowledged that our burial grounds are precious places and need to be treated with respect and care as do the people who use them.

As local authorities continue to find their budgets shrinking, services are having to look for ways to alleviate these losses, either through service efficiencies, generating new sources of income, or innovative service delivery methodologies.

In addition to financial restrictions, cemetery and crematorium managers, are facing additional challenges: a lack of burial space, more stringent environmental legislation, new customer and religious demands and the growing interest in family genealogy which is creating a greater need to manage data and burial records.

Service delivery is having to change, and by listening to others experiences, then managers can find examples of how these changes can be brought about.

By taking all these issues into account, this seminar hopes to highlight best practice examples which address these issues.

Speakers will discuss how they have improved service efficiency, developed new services, increased levels of income and added value to the service. They will also outline the need to value the physical asset itself, from a cultural and historical viewpoint and improve customer experience..

In this way it is hoped delegates will take away ideas and experiences which will help services become more sustainable and ready for future opportunities and challenges.

The conference is planned to allow considerable time for debate and questions.

Who should attend?

- Service Directors
- Managers and officers (bereavement services, funeral services, cemeteries and crematoria, grounds maintenance, green space, climate change and environmental services)
- Policy advisors, accountants and lawyers
- Performance Management officers
- Sustainability and environmental officers
- Trade Union representatives
- Contractors and suppliers
- Voluntary organisations

Reserve your place now by completing the booking form and faxing it or emailing to Keisha Swaby at APSE on 0161 772 1811 or kswaby@apse.org.uk

The Venue

Chesford Grange

Chesford Bridge
Nr Kenilworth
Warwickshire
CV8 2LD



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Booking form

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APSE Cemeteries and Crematoria Seminar, Friday 22 April 2016, Chesford Grange, Warwick

main contact name: _____ authority: _____

address: _____

post code: _____

telephone: _____ fax: _____ email: _____

Please detail here any special dietary/access requirements for the delegates listed below:

APSE issues a written confirmation for all delegate bookings received. If you have not received your confirmation letter within 5 working days of sending your booking form, then please contact APSE on 0161 772 1810.

Payment information

What's included: The delegate fee covers attendance, delegates' documentation, lunch and light refreshments. Please note that hotel accommodation is not included. A list of recommended hotels in the area is available on request.

APSE members delegate fee:- £169 + VAT

Non-members delegate fee:- £249 + VAT

Commercial delegates:- £360 + VAT

Please indicate preferred method of payment (tick):-

VAT registration number 519 286 915

Please find enclosed cheque (made payable to APSE)

Please invoice me

CANCELLATION & REFUND POLICY: Reservation is a contract. Substitution of delegates is acceptable any time in writing by post, email to kswaby@apse.org.uk or fax to 0161 772 1811. Cancellations must be made in writing at least 10 working days before the event, and will incur a 20% administration fee. No refunds can be given for cancellations received less than 10 working days before the event or for non-attendance. In the unlikely event of cancellation by the organisers, liability will be restricted to the refund of fees paid. The organisers reserve the right to make changes to the programme, speakers or venue should this become necessary.

Delegate name	Delegate position	Delegate email

Please return completed form to Keisha Swaby, APSE, 2nd floor Washbrook House, Lancastrian Office Centre, Talbot Road, Old Trafford, Manchester M32 0FP or fax direct to: 0161 772 1811 Telephone: 0161 772 1810 - E-mail: kswaby@apse.org.uk